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IN REPLY
REFER TO

AQOA

DEC 10 1996

**MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS**


SUBJECT: Benchmark Results - Program Integration (PI)

During FY96, the program integration process was nominated as a benchmarking candidate. The objective was to define a model PI process measured by customer satisfaction and tied to the top level metric of Right Reception. A team of Headquarters/District representatives and DCMC Program Integrators was formed and approached the task by identifying and validating best practices for PI processes and key process drivers. The team planned to validate and update DLAD 5000.4 to reflect identified areas of improvement and to perform a market analysis of external sources by comparing DCMC's PI processes with world class PI practices.

In October 1996 the team presented their closeout briefing to the Operations Chiefs in Boston, MA. At that time, the team recommended continuation of the One Book validation work package and cancellation of the balance of the benchmarking project. The cancellation recommendation was based on three conclusions: a lack of inherent process metrics, a determination that best practices are CAO/Program specific for the most part; and that, because of the customer based nature of PI, there do not appear to be opportunities to develop a process based implementation program across DCMC.

The team met at HQ DCMC in November 1996 to rewrite the One Book chapter. The revised One Book chapter will provide stronger emphasis and clearer guidance on the authority and responsibilities of the program integrator and program support teams implementing PI.

For further information, please contact Ms. Shirley Hutchison, Customer Support Team, on DSN 427-2387 or (703)767-2387, Internet address: shirley_hutchison@hq.dla.mil.


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